

FALL 2010 MAIL CLERK Mail Clerk Position Description

Supervision:

The Mail Clerk is under the direct supervision of the Coordinator of Housing Operations.

Qualifications and Requirements:

- ~ Strong Communication Skills
- ~ Clerical and/or Mail Sorting Experience Preferred
- ~ Customer Service Experience Preferred
- ~ Organizational Skills

Expectations:

- To greet residents and customers to University Courtyard and the campus.
- To ensure that a positive and quality environment exists.
- To be both efficient and consistent.
- To understand the importance of confidentiality.
- To be a team player.
- To be flexible.
- To provide customer service to all residents and visitors at University Courtyard.
- To handle and maintain the duties of the mail clerk on a daily basis.

Responsibilities:

- To attend all **mandatory** weekly staff meetings with the Atrium Customer Service Assistants and attend all training sessions. Class schedules **cannot** conflict with staff meetings. (Date & Time TBD)
- To understand and implement all Atrium Desk policies & procedures as listed in the Atrium Desk Manual.
- To be on time to both your scheduled shift and to staff meetings.
- To clock in and log in your time worked.
- To be able to follow and implement emergency & safety procedures.
- To understand and implement University Courtyard policies and procedures.
- To have read and understand both the IIPP Binder and MSDS Binder.
- To ensure a safe and clean mail room and package room.
- To assist and direct customers accordingly.
- To stay up to date with issues and events University Courtyard is advertising.
- To be able to log daily mail and packages.
- To be able to sort and distribute mail and packages.
- To log in all large packages and large envelopes and label them.
- To maintain the mail log binder and ensure that it is up to date and current.
- To maintain the forwarding address cards.
- To forward mail for residents who have an active forwarding address card.
- To maintain the overdue package log.
- To contact residents who have overdue packages.
- To read, understand, review and answer questions about the 2010-2011 and 2011-2012 application packet and online application.
- To be able to assume Atrium Desk Assistant responsibilities.

To assume additional responsibilities as identified by the Coordinator of Housing Operations.

Print or type information:

Name: _____ ID# _____

Local/On Campus Address: _____
Street Address Apt/Suite_____
City State Zip CodePermanent Address: _____
Street Address Apt/Suite_____
City State Zip Code

Phone: () _____ Cell: () _____

E-mail Address: _____

1. Have you ever been employed at University Courtyard? _____

If yes, list the position(s) held and date(s) of employment:

2. List other previous employers (at least two years), including any volunteer hours, and briefly describe the type of work performed:

3. Briefly describe any customer service experience you have provided in a volunteer or paid position.

4. Briefly describe any business telephone experience you have had in a volunteer or paid position.

5. If you are selected for this position are you able to present living on campus in a positive manner to the prospective residents, current residents, and customers?

YES _____

NO _____

6. What qualities or skills do you have that make you the best candidate for this position?

SCHEDULING

Indicate the times you are **AVAILABLE** to work each day. Mail shifts are usually Monday-Friday 10AM-2PM and Saturday 2PM-4PM.

	9AM	10AM	11AM	12PM	1PM	2PM
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

	10AM	11AM	12PM	1PM	2PM	3PM	4PM
Saturday							

On a separate sheet of paper, please provide your current FALL 2010 class schedule. Please indicate if you do not yet have a FALL 2010 class schedule.

List the names of the two professional/business-related references and one personal reference that could provide a telephone reference for you. *The recommendations received will be held confidential and will not be available for the applicant or third parties to review.*

1) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

2) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

3) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

I certify that the information provided in this application is true and correct to the best of my knowledge.

Applicant Signature _____ **Date** _____

**Return the completed application to the Atrium Customer Service Desk, or mail to:
University Courtyard 5152 N. Barton Avenue MS RH 82 Fresno, CA 93740-8013**

Applications are due by FRIDAY, JULY 2ND at 12 NOON.